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    L8: Entry 5 of 5   File: DWPI   Jul 16, 1991

DERWENT-ACC-NO: 1991-230396
DERWENT-WEEK: 199131
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TITLE: Verbal information processing by voice recognition system - recording verbal
response, determining by automation of information was reliably recognised and
transmitting response of customer

INVENTOR: SHIPMAN, D W

PATENT-ASSIGNEE:
ASSIGNEE   CODE
VOICE PROCESSING   VOICN

PRIORITY-DATA: 1988US-0202506 (June 6, 1988), 1989US-0453108 (December 21, 1989)

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PATENT-FAMILY:

	PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
☐	US 5033088 A	July 16, 1991		000	

APPLICATION-DATA:

PUB-NO	APPL-DATE	APPL-NO	DESCRIPTOR
US 5033088A	December 21, 1989	1989US-0453108	

INT-CL (IPC): G10L 5/00; H04M 3/50

ABSTRACTED-PUB-NO: US 5033088A
BASIC-ABSTRACT:

Information received by a automated system from a caller is fed into a speech
recognition system, which attempts to recognize the information. The caller's input
also is recorded by a recording device. The task is completed if the information is
reliably recognized. If the information is not reliably recognized, the speech
recognition system optionally requests that the information be repeated. The
repeated information is received by the system, and the speech recognition system
again attempts to identify the information.

The task is completed if the repeated information is reliably recognized. If the
repeated information is again not reliably recognized by the speech recognition
system, and usually without ably the caller knowing, the spoken information is
transmitted to a human attendant who attempts to identify the information by a
playback of the recorded information and possibly a visual display of the speech

recognition system's proposed solution to what the caller stated. If the caller's information is recognized, the human attendant - then inputs the information so that the system can complete the task.

telephone. ADVANTAGE - Automated system is able to complete task with minimal contact with caller.

CHOSEN-DRAWING: Dwg.1/2

TITLE-TERMS: VERBAL INFORMATION PROCESS VOICE RECOGNISE SYSTEM RECORD VERBAL RESPOND DETERMINE AUTOMATIC INFORMATION RELIABILITY RECOGNISE TRANSMIT RESPOND CUSTOMER

DERWENT-CLASS: P86 W01

EPI-CODES: W01-C02B; W01-C02X; W01-C05B5;

SECONDARY-ACC-NO:
Non-CPI Secondary Accession Numbers: N1991-175672

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        L2: Entry 26 of 27   File: DWPI   Oct 4, 1995

DERWENT-ACC-NO: 1995-330607
DERWENT-WEEK: 199840
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TITLE: Total customer support system for monitoring several copiers or printers via
telephone network - has microcomputer in each copier for monitoring operational
functions and storing related use data, which is collected by remote centre in
response to signal from appts.

INVENTOR: ROZTOCIL, T

PATENT-ASSIGNEE:
ASSIGNEE   CODE
EASTMAN KODAK CO   EAST

PRIORITY-DATA: 1994US-0220127 (March 30, 1994)

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PATENT-FAMILY:
       PUB-NO   PUB-DATE   LANGUAGE   PAGES   MAIN-IPC
  ☐ GB 2288100 A   October 4, 1995   018   H04M011/00

  ☐ GB 2288100 B   September 23, 1998   000   H04M011/00

  ☐ DE 19510508 A1   October 5, 1995   008   G07C003/00

APPLICATION-DATA:
PUB-NO   APPL-DATE   APPL-NO   DESCRIPTOR
GB 2288100A   March 28, 1995   1995GB-0006307
GB 2288100B   March 28, 1995   1995GB-0006307
DE 19510508A1   March 23, 1995   1995DE-1010508

INT-CL (IPC): G03 G 15/00; G06 F 17/60; G07 C 3/00; H04 M 11/00

ABSTRACTED-PUB-NO: GB 2288100A
BASIC-ABSTRACT:

The total customer support network (10) is connected to copiers or printers (12A-
12W) and telephones adjacent to each reproduction apparatus via a customer PC (20)
which collects data from the apparatus. The network also includes a manned customer
assistance centre (30), a diagnostic and administrative device (40) including a
meter reading computer (50) for collecting apparatus data usage. A product
initiated diagnostic computer (60) collects data from a copier which sent it a
signal, and an artificial intelligence diagnostic unit (70) may also be included.

The diagnostic and administrative device provides output signals sent back to a particular copier designating alterations necessary for its efficient operation. If the alteration cannot be remotely operated a field administrative system (80) is contacted to dispatch a field engineer to perform service on the copier.

ADVANTAGE - Provides entire support mechanism, mainly automatic, for copiers and printers. Minimises manual workload.
ABSTRACTED-PUB-NO:

GB 2288100B
EQUIVALENT-ABSTRACTS:

The total customer support network (10) is connected to copiers or printers (12A-12W) and telephones adjacent to each reproduction apparatus via a customer PC (20) which collects data from the apparatus. The network also includes a manned customer assistance centre (30), a diagnostic and administrative device (40) including a meter reading computer (50) for collecting apparatus data usage. A product initiated diagnostic computer (60) collects data from a copier which sent it a signal, and an artificial intelligence diagnostic unit (70) may also be included.

The diagnostic and administrative device provides output signals sent back to a particular copier designating alterations necessary for its efficient operation. If the alteration cannot be remotely operated a field administrative system (80) is contacted to dispatch a field engineer to perform service on the copier.

ADVANTAGE - Provides entire support mechanism, mainly automatic, for copiers and printers. Minimises manual workload.

CHOSEN-DRAWING: Dwg.1/2

TITLE-TERMS: TOTAL CUSTOMER SUPPORT SYSTEM MONITOR COPY PRINT TELEPHONE NETWORK MICROCOMPUTER COPY MONITOR OPERATE FUNCTION STORAGE RELATED DATA COLLECT REMOTE CENTRE RESPOND SIGNAL APPARATUS

DERWENT-CLASS: P84 S06 T04 T05 W01 W05

EPI-CODES: S06-A14B; T04-G10E; T05-G02; W01-C05B3F; W05-D03C;

SECONDARY-ACC-NO:
Non-CPI Secondary Accession Numbers: N1995-248886